



# Weekly wrap up

Friday, August 19, 2005

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## Guess who's on the phone

Over the past few weeks, many of you may have had someone call you and start asking a lot of pointed, prickly questions. On, say, a lovely Saturday morning when you were just ready to take the kids to the pool. Or just as you were sitting down – by yourself -- to enjoy an uninterrupted three hours of watching the car fights.

There's a good chance that would have been me growling on the other end of the line.

For many of you, it's a drill to which you've long become accustomed. And since I started this job in early May, I'm tickled that people still answer the phone so pleasantly, then promptly run down the list of things I need to know, so that I can pass along accurate information to the reporters who are calling Yours Truly.

So thank you.

Meantime, we get lots of questions from folks from all over the department about what the communications department can do for them, save assembling pithy anecdotes for the latest edition of the Weekly Wrap Up. (By the way, keep 'em coming, kids. . . )

For now, there are two of us working here in this corner of the Cordell Hull Building: Calista Doll recently joined us from TennCare, where she been had troubleshooting recipients' particular questions about their health care. Now she's doing everything from fielding calls to assembling research reports to helping juggle calls from the press.

And with K. Danielle Edwards' recent departure, I'm the only person who is speaking directly to the press, coordinating our communications plans and, yes, assembling the Weekly Wrap Up, just to name a few things.

People call. People drop by the office. They say, "Rob, can you help me with this Power Point presentation for the Rotary Club?" "Can you help us get out some brochures?" "Can you handle these reporters who keep calling me?" "Can you help cobble together some statistics about meth kids?" "Can you help me prepare my Congressional testimony?"

The answer is yes.

But remember a few things.

- If you're preparing to speak to the public, give us a heads-up. My instinct is always to let the folks who do the work go and spread the word about their work themselves. But, please, adhere to the well-worn policy and let us know about it in advance.
- If you need us send out a release about a DCS event in your community, we can certainly handle that. Get us the information with enough lead time, so we can assemble something in time to meet the deadlines of the local press.
- Like everyone else here, I'm deluged with e-mail. Call me promptly if you need something urgently. If you can't reach me, call Calista. Particularly if the press is asking about a case, it's much more efficient if we have a discussion on the phone rather than swapping e-mails. That's not to say we don't enjoy hearing from folks or receiving information over the Internet, but often it works best if we can talk by phone or face-to-face. Old-fashioned, I know, but I'm strange that way.

OK?

OK.

-- Rob Johnson

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## **Core Leadership Meeting**

*Stacy Miller Presiding; Eric Henderson taking notes*

8/9/05

### **TN Family Rights Letter**

A letter from Laura Smith was disseminated to the CLT staff. The Commissioner asked that CLT respond to the letter by looking at her concerns. Commissioner asked that CLT members provide information to her concerns by being responsive. Stacy Miller is taking the lead so send information to her.

**“One Stop Shop”**

An initiative in Nashville with (TYAC) youth group is moving from VIPPS to the Oasis Center. DCS will be sponsoring their retreat in the future. They are trying to create a center where youth aging out can come to get services. Anidolee Chester will need to disseminate information to staff on how to access and direct youth for services. The board is made of youth who have aged out of custody. Stacy will do follow up email to Anidolee Chester about providing this information to staff.

**Brian A. monitors achievement of youth aging out**

85% of all youth aging out at age 18 must have some achievement (completed HS, enrolled in school full time or full time employment). Overall, we are at 77% and 0% full time employment.

**Web Applications – final project list**

The web application meeting is scheduled for August 22<sup>nd</sup>. A meeting was held, but attendance was poor. If you don't attend the meeting, your application will go to the bottom of the prioritization list.

**CRI Meeting**

We have approval from CRI and TAC to do one additional build in Jan 06 to TNKIDS. Afterwards, TNKIDS will go to a break fix only mode. The next step is to rebuild a SACWIS compliant system for TN. It would cost us more to try to make TNKIDS SACWIS compliant. TNKIDS doesn't reflect the work that we do. We are in cooperation with OIR to build a new system. A project manager will be hired by OIR to oversee this project. Business process mapping has occurred with CPS and permanency. We have to identify mission critical pieces and get it into web applications; especially if not in last TNKIDS build.

Michael will do an article in Weekly Wrap Up regarding the new system and TNKIDS.

**P2E:**

Bonnie stated we have a good start on the updates. One of the discussion points is, what is the monitoring going to look like as we move forward. We need to look at monitoring coming from a prospective of our responsibility as opposed to external monitoring. We have to improve on how we report out. When you turn in your quarterly report for updates, you will need to have supporting documentation (attachments). Phase 2 of TAC monitoring will be at the end of November 05. The 3<sup>rd</sup> monitoring phase will be May 07.

Exit strategy – Director layout business plan on how you are monitoring. Do we have a sense of our role in CQI?

We need a Comprehensive Monitoring system that is high quality that will institute change.

**IST:**

The first RA presentations will be this afternoon (Upper Cumberland and South Central).

South West has been scheduled for August 25<sup>th</sup> 10-3 in Jackson. Judy Cole has a copy of the presentation schedule. If you haven't signed up, see Judy and attend as many as you can.

Elizabeth is doing a tremendous amount of work around CFTM's. This is our structure for planning decisions for our children and families.

Focusing on a demonstrated shift to regions for decision-making.

Susan – next week Integration of IV-B and the PIP. - Thursday and Friday

Policy – If you are writing policy let Petrina know. Include Petrina or her team in meetings that are related to policy revision.

**-- Eric Henderson**